Curriculum Vitae's

Mohammad Okour

PERSONAL INFORMATION

Name (Last, First, Middle): OKOUR, Mohammad Khaleel

Address: Irbid- Jordan.

E-mail: mohamedokour@yahoo.com

Date of Birth: 2 of August 1987 - **Place of Birth:** Jordan

Nationality: Jordanian - **Gender:** Male -**Marital status:** Married

ORCID ID - https://orcid.org/0000-0003-0980-9431

Web of Science Researcher ID- AAF-9777-2020 **Scopus Author ID:** 57203137047

BIOGRAPHY

Dr. Mohammad Okour is an assistant professor of management at Philadelphia university-Jordan. Currently, he holds the position of head of the business administration department. His bachelor's and Master's degrees were obtained from Yarmouk University, Jordan, and his doctorate from Multimedia University, Malaysia. Dr. Okour does research in knowledge and innovation management, Human resources management, and technology diffusion. Dr. Okour has published and reviewed numerous scientific researches in high ranked international journals which indexed by Web of Science and Scopus.

EDUCATION

October -2019

Multimedia University– Malaysia

Doctor of Philosophy (Management)

Thesis Title: Knowledge Management System Usage, User Satisfaction and Decision Making Effectiveness in Jordanian Banks

August – 2013

Yarmouk University – Jordan

Master of Business Administration (MBA)

June – 2010

Yarmouk University – Jordan

Bachelor Degree in Management Information Systems

PROFESSIONAL EXPERIENCE

- **PHILADELPHIA UNIVERSITY- JORDAN**

Post: Head of Business Administration Department

Year 2022 – Current

Key Responsibilities:

- Responsible for developing and implementing the department's strategic plan. This includes setting goals, identifying resources, and developing strategies to achieve those goals.
- Responsible for evaluating and mentoring faculty members.
- Responsible for managing administrative tasks such as scheduling classes, coordinating course offerings, managing course evaluations, and maintaining accurate records of student enrollment, grades, and faculty workload.
- Responsible for providing academic advising, helping students with career planning, and resolving student complaints.
- Responsible for allocating resources, tracking spending, and preparing budget reports.
- Responsible for building relationships and collaborating with industry partners, professional associations, and other academic institutions to enhance opportunities for internships, research collaborations, and job placements for students.

- **PHILADELPHIA UNIVERSITY- JORDAN**

Post: Assistant Professor of Management

Year 2022 – Current

Courses Taught: Principles of management, Human Resources Management, Business ethics and law, Knowledge management, Business Communication Skills.

Key Responsibilities:

- Responsible for teaching courses in their area of expertise. This includes developing course syllabus, creating and delivering lectures, grading assignments, and providing feedback to students.
- Responsible for conducting research in my area of expertise. This includes publishing papers in academic journals, presenting at conferences, and securing grants.
- Responsible for serving on committees, mentoring students, or participating in outreach activities.

- **LUMINUS TECHNICAL UNIVERSITY COLLEGE (LTUC)- JORDAN**

Post: *Senior Lecturer*

Year 2018 – 2022

Courses Taught:

Courses in the field of Management and Business Administration (**Pearson-Education**).

i.e. Principles of management, Strategic management, Operation management, Human Resources Management, Talent Management, Change Management, Management Information Systems, Supply Chain and Logistics Management, Business Law, and Research Methodology.

Key Responsibilities:

- Responsible for teaching courses in their area of expertise. This includes developing course syllabus, creating and delivering lectures, grading assignments, and providing feedback to students.
- Responsible for conducting research in my area of expertise. This includes publishing papers in academic journals, presenting at conferences, and securing grants.
- Supervise and assist the students in performing their proposed assignments (**Pearson-Education**).

- **LUMINUS TECHNICAL UNIVERSITY COLLEGE (LTUC)- JORDAN**

Post: _Business Trainer_

Year 2018 – 2019

Key Area: Customer Service Management

Key Responsibilities:

- Deliver scheduled training sessions to proposed candidates.
- Applying the situational simulation learning methods which inspire the real-world of customer service in retail sector.
- Supervise and assist the candidates in performing their proposed assignments (**Pearson-Education**).

Training Topics:

Several topics in the field of Customer Service.

i.e. Customer Service in Retail Business, Personal Selling in Retail Business, Supply Chain Management in Retail Business, And Work-Based Projects Within Retail Business.

➢ **JORDAN MINISTRY OF EDUCATION**

Post: _Teacher_

year 2011 –2014 (3 years)

Courses Taught:

1- Principles of Management 2- Management Information Systems

Key Responsibilities:

- Teacher for the Eleventh and Twelfth (Tawjihi) Grade
- Preparing the educational term plans.
- Preparing the lessons schedule.
- Conducting the exams
- Ongoing performance evaluation for the students using several educational tools such as (quizzes homework, class participation, etc...)

PUBLICATIONS

➢ Okour, M. K., Chong, C. W., Okour, S. A., & Abdelfattah, F. (2023). The mediating role of perceived value on electronic service quality and customer satisfaction: Evidence from Malaysia. Marketing, 19(4), 26-39. (**SJR: Q3**).

➢ Abu-jalil, M. M., Okour, M., & Essbaih, M. (2023). Strategic planning of human resources as an entrance to enhance marketing capabilities: A case study of King Abdullah II Center for Design and Development (KADDB). *Problems and Perspectives in Management*, 21(1). (***SJR*: Q2**)
https://doi.org/http://dx.doi.org/10.21511/ppm.21(1).2023.31

➢ Hassanpour MK, Chong CW, Chong SC, Okour MK, et al. (2022), "HR practices and turnover intention; the mediating role of organizational commitment in Tehran: a cross-sectional study". F1000Research, 10:1130. (***SJR*: Q1***)
https://doi.org/10.12688/f1000research.73351.1

➢ Okour, M.K., Chong, C.W. and Abdel Fattah, F.A.M. (2021), "Knowledge management systems usage: application of diffusion of innovation theory", *Global Knowledge, Memory and Communication*. EMERALD. (***SJR*: Q2***)
https://doi.org/10.1108/GKMC-08-2020-0117

➢ Abdel Fattah, F.A.M., Dahleez, K.A., Mohamed, A.H.H.M., Okour, M.K. and AL Alawi, A.M.M. (2021), "Public health awareness: knowledge, attitude and behaviors of the public on health risks during COVID-19 pandemic in sultanate of Oman", *Global Knowledge, Memory and Communication*. EMERALD. (***SJR*: Q2**)
https://doi.org/10.1108/GKMC-10-2020-0152

➢ Okour MK, Chong CW, Asmawi A. Antecedents and consequences of knowledge management systems usage in Jordanian banking sector. *Knowledge and Process Management*. 2019; 26:10–22. WILEY. (***SJR*: Q3***)
https://doi.org/10.1002/kpm.1586

➢ Okour, M. K., Chong, C. W., Asmawi, A., & Akour, M. (2018). Knowledge Management Systems Usage from the User's Perspective: The Influence of Organizational Factors in Jordanian Banking Sector. In *The 8th International Conference on Computer Science and Information Technology*. IEEE. *(**Scopus Indexed Conference**).*

ACADEMIC AND PROFESSIONAL ASSOCIATION	**Review Board:**

Review Board:

- Conference paper reviewer at the 3rd International Conference on Technology and Innovation Management 2023 (ICTIM 2023)
- F1000 Research
- Education Research International/ Hindawi Limited
- International Journal of Telemedicine and Applications/ Hindawi Limited
- Conference paper reviewer at the International Conference on Technology and Innovation Management 2022 (ICTIM 2022)
- Global Knowledge, Memory and Communication/ EMERALD Publishing.
- International Journal of Knowledge Management (IJKM)/ IGI Global Publishing.
- International Journal of Engineering Business Management (IJEBM)/ SAGE Publishing.

LANGUAGES

- **Mother Tongue:** Arabic.
- **Other languages:** English (Excellent, spoken and written)

CERTIFICATIONS

- Entrepreneurship, Innovation, and Change Management (The **University of Jordan** and offered through **Orange**/ June 2023)
- Certified Trainer (TOT) on Inclusive and Participatory Education
  (**The Hague Academy for Local Governance**- Netherlands and offered through **Nuffic**)
  Goal
  Building teachers capacities for participatory and inclusive TVET education
  Objectives
  Teachers trained to improve: Access to quality education, quality of (online) education, and enrolment on the job market
- Innovation for Entrepreneurs: From Idea to Marketplace (an online course by **University of Maryland** and offered through **Coursera**/ July -2021).
- Supporting new and existing students for online and blended learning (November- 2020/ **Pearson Education)**
- Online Assessment methods as part of blended learning programmes (November- 2020/ **Pearson Education)**
- Design Thinking for Innovation – (an online course by **University of Virginia** and

offered through **Coursera**/ September-2020)

- Delivering remote and online learning - BTEC Level 1-3 - International BTEC centers (April- 2020/ **Pearson Education**)
- Introduction to online remote delivery for BTEC (June- 2020/ **Pearson Education**)
- Supporting students studying online for BTEC (June- 2020/ **Pearson Education**)
- Learning to Teach Online (June- 2020/ **LinkedIn Learning**)

ADDITIONAL PROFESSIONAL SKILLS

- Online Teaching Using Learning Management systems (**LMS**)/ 500++ Hours
- Analysis software's (i.e. Excel, SPSS, and AMOS).
- PC's Environment, either MAC or Windows platform.
- MS-Office.

REFERENTIALS

Associate Professor Dr. Chin Wei Chong

- Faculty of Management, Multimedia University, Persiaran Multimedia, 63100 Cyberjaya, Selangor, Malaysia.
  E-mail: cwchong@mmu.edu.my

Associate Professor Dr. Mohammad Al-smadi

- Faculty of Business, Philadelphia University, Amman, Jordan
  E-mail: m.alsmadi@philadelphia.edu.jo